

ABSTRACT OF THE DISCLOSURE

A remote site managing system for centrally managing computers and peripheral devices of a customer, is provided. In the event that there is trouble with equipment in the office to be serviced, and a customer in the office notifies the maintenance service company of the trouble by telephone (i.e., a center call), the remote site managing system deals with the trouble in an appropriate manner, and dispatches maintenance (either dispatching service personnel or commissioning the maintenance to another service company) in a smooth manner.

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